



HEALTH & INJURY
MANAGEMENT SOLUTIONS



Self-insurance Advice and Claims Management Services

HEALTH AND INJURY MANAGEMENT SOLUTIONS PTY LTD
ABN: 76 615 280 594



Our approach

Providing world class claims management solutions for over 30 years, our team members thrive on helping organisations better navigate their approach to workforce risk strategy in partnership with your insurance consultant. Through the design and implementation of the very best self-insurance governance and improved management of your organisation's liabilities, we can reduce the risk related costs to your company and achieve an overall uplift in productivity.

By keeping people healthy and well, safe and secure and managing absences early with sound injury management techniques, our purpose is to help you deliver your business strategy through an optimised workforce.

Working together we can help deliver solutions tailored to your specific needs. Our approach ensures high quality, reliable advice on workers' compensation, safety, self-insurance performance and governance.

Our objective

To deliver comprehensive services for managing a self-insurance licence in consultation with your insurance broker or consultant. We deliver a fully outsourced self-insurance program to clients, ensuring a seamless transition to Health and Injury Management Solutions.

The HIMS Group integrates injury management, rehabilitation and claims administration into one seamless suite of services. We create improved productivity for all stakeholders, while maintaining strong business partnership, intellectual capital and liability management.

Our services

We pride ourselves on the ability to deliver the best self-insurance governance services available.

Our unique solutions are critical to our success in reducing your workers' compensation costs and risks in your business, in conjunction with your broker or risk management consultant.

Claims and Injury Management

HIMS specialists have over 30 years of expertise, knowledge and experience to deliver self-insurance claims solutions. From determining liability through to monitoring return to work, our focus is on sustainable outcomes that reduce liability and improve cashflow.

Systems and Injury Management Solutions

Our team has been operating on most mainstream claims systems for many years. We have helped design the functions specific to self-insurers, that are now included in most workers' compensation systems. Our intimate knowledge of the systems involved with workers' compensation allows us to implement sustainable workflow processes designed to improve productivity and reduce liability.

Operations & Management Reporting

From understanding the current portfolio and injury demographics, to allocation and financial modelling, our operations and management reporting has helped organisations remove the misconception that liability cannot be controlled. Linking our claims management and system solutions is our ability to generate reporting that allows for proactive decision making across all stakeholders. This approach to financial management has allowed our clients to reduce liabilities and improve productivity.



Legal & Compliance Support

HIMS brings a specialised level of technical expertise to our clients. The workers' compensation regulations across multiple jurisdictions require very experienced legal advice. It is important that organisations have the ability to access knowledge and expertise that would otherwise be cost prohibitive to have in-house. Our services are underpinned by a legal panel that enables decisions to be sustainable and ultimately control workforce risk.

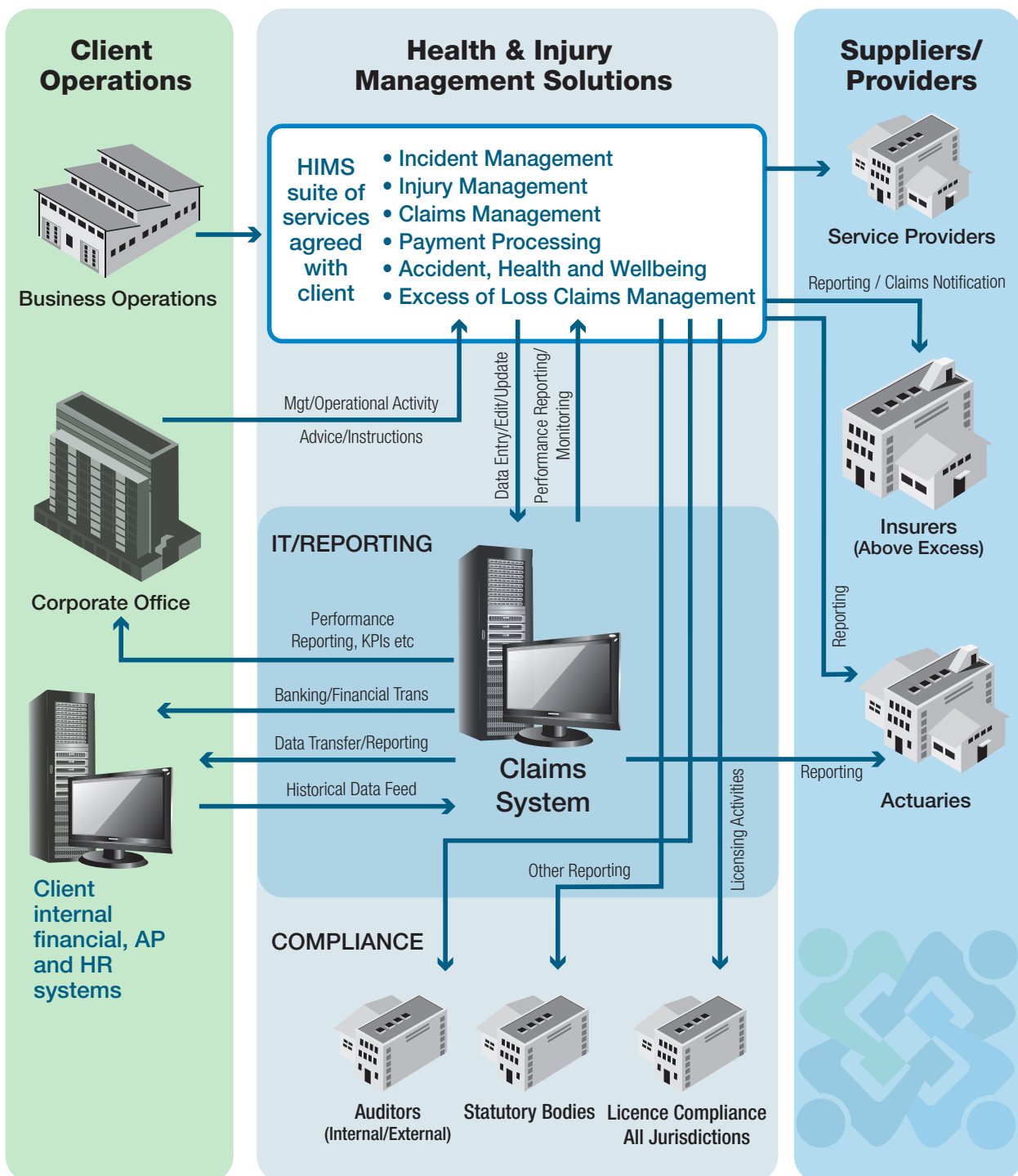
Provider Management

HIMS has the ability to integrate with third parties unlike any other provider. Our understanding of the market in these areas allows us to bring to your organisation providers who are of the highest quality, while managed by a transparent key performance indicator process. Provider services include rehabilitation, medical, legal, actuarial and other ancillary third party suppliers.

Financial Management

Self-insurance is a major financial liability for any company. It is essential for proactive management that the financial outcomes are monitored and allocated to business cost centres to deliver positive outcomes. Our programs assist our clients to understand and manage their liabilities with the same discipline as the core business of their operations.

The illustration below is intended to demonstrate the end to end services that we would provide, subject to peer review and validation.



Our Leadership team

Chris Douglas

Managing Director

Chris has assisted employers and their brokers with workforce risk specifically in the areas of workers' compensation program governance, financial performance, mergers, acquisitions, insolvency, self-insurance licence applications, variations and program compliance. Over time Chris has built up very strong relationships with executives of many employing entities, and state and federal government regulators; having conducted numerous licence variations, applications and sensitive insolvency situations.

Chris conducts self-insurance reviews and also performs licence applications for large national and multi-national companies. He has project managed many new licensee implementations, including the creation of banking arrangements, customer processing interface, training, systems design and data warehouse development by deploying a specific governance model based on enterprise risk management framework and facilitating continual improvement as an operational norm.

Anna Puccio

General Manager, Southern Region

Prior to joining HIMS, Anna held a senior position in a national team of a Multi-National broking division.

Anna Puccio has over 19 years' experience in the insurance industry specialising in workers' compensation and occupational health & safety. Her expertise spans financial, transport, construction, retail and manufacturing sectors, developing customised programs targeted at long term strategic workplace risk advice. Anna's expertise and industry reputation adds value to the team at HIMS.

Anna is responsible for providing comprehensive services to direct clients with responsibilities such as:

- Managing Conventional State based and National programs
- Premium analysis / Industry classifications / Grouping classifications
- Self-insurance program governance
- Development and analysis of claims reports for clients

Jason Thompson

Director of Operations

Jason has more than 25 years' experience in managing workers' compensation within the various state, territory and national frameworks that currently exist. He has worked with clients to tailor programs in terms of cost, efficiency, minimisation of risk exposure and appropriate transfer of risk.

Jason has managed a national top 10 broking house with responsibilities for both the Workers' Compensation and General Insurance divisions. He managed teams and advised clients with a portfolio mix ranging from SME through to multi-national organisations.

In his capacity as Managing Director of Work Health Options (WHO), Jason has built a brand for Steadfast Group Ltd, an ASX 100 company and Australia's largest broking group, working with broking houses to manage workers' compensation portfolios nationally. Jason's focus is to complement the key initiatives and provide a quality service continuously adding value to businesses.

Gem Riegels-Morgan

Technical Manager/Consultant

Gem has over 20 years' experience in self-insurance across a range of industries. She started her self-insurance career in the banking sector where she managed workers' compensation and rehabilitation for the Colonial Group, before moving to the rail industry with Pacific National. Here she managed licences under the NSW and Commonwealth jurisdictions, while also acting as Chair and Secretary respectively of the NSW and Commonwealth Self Insurer organisations.

In 2006 she moved into third party administration when she joined QBE's Self Insurance team, where she worked in operations, business management and consulting roles over the 11 years she was there.

Gem has assisted numerous employers through the process of applying for and commencing self-insurance, as well as overseeing their claims management and the ongoing regulatory activity required to maintain a self-insurance licence. She has a proven track record in achieving financial outcomes for clients and in coaching employees to excel.



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We are an Australian based company, owned and operated by a team of dedicated workforce risk specialists who stay focused on our client partnerships, delivering high quality services and financial predictability.

If you have questions please contact:

Chris Douglas

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Our locations:

Sydney | Melbourne | Perth

